

## Abstract

### Processing a request to an operator service

In the event that all suitable operators or connection lines of an operator service of a telecommunication network are busy when a subscriber request (call) is made to said service, a call-back entry (RRE) with information containing a call address (trn) of the subscriber is generated and arranged in sequence in a waiting field (WFD); the request or the associated connection is terminated. When an operator or a connection line becomes free, at least one of the first entries (ent, ent') in the waiting field is taken and, on the basis of the information of the entry, a call-back connection is established between the subscriber and the free operator.

### Figure 2